

Career SoftSkill Essentials™



Honesty

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Honesty

Section 1: Before You Begin

1. What work skills from this checklist do you have?

_____ I give customers accurate information.

_____ I do not take company supplies, materials, or equipment home for personal use.

_____ I take leave only for allowable reasons.

_____ I use company time appropriately.

_____ I claim only time worked on time sheet.

_____ I tell the truth.



Honest

Section 1: Before You Begin

2. Which of these skills would you like to improve or develop?

- _____ Gives customers accurate information.**
- _____ Does not take company supplies, materials, or equipment home for personal use.**
- _____ Takes leave only for allowable reasons.**
- _____ Uses company time appropriately.**
- _____ Claims only time worked on time sheet.**
- _____ Tells the truth.**



Honesty

Section 2: Information about Skills on Checklist

- Employers expect their employees to be honest.
- Customers value honesty.
- Items from work are the property of the company and cannot to be taken for personal use.
- Work time is to be used for company business not personal business.



Honesty

Gives Customers Accurate information

This means that in the workplace:

- Customers need correct information to help them make good choices.
- You represent the company when you provide information to customers.
- Customers are satisfied and become repeat customers when you give them correct information.
- When you give customers accurate information, you have an essential career soft skill.



Honesty

Does Not Take Company Supplies, Materials, Equipment Home for Personal Use

This means that in the workplace:

- Taking things from work for personal use without company permission is dishonest.
- You could lose your job or face legal action for misuse of company supplies.
- When you do not take company supplies, materials, or equipment for personal use, you have an essential career soft skill.



Honesty

Takes Leave Only for Allowable Reasons

This means that in the workplace:

- Company policies clarify when and how to take personal leave and vacation days.
- Misuse of sick leave is dishonest.
- Coworkers may have to complete some or all of your tasks when you are not at work.



Honesty

Takes Leave Only for Allowable Reasons continued

This means that in the workplace:

- **Follow company policy to request leave. This allows your supervisor to make changes in work schedules to plan for your absence.**
- **When you use leave for allowable reasons, you have an essential career soft skill.**



Honesty

Tells the Truth

This means that in the workplace:

- Honesty is expected and valued by your employer.
- Customers expect and value honesty. They become repeat customers when treated honestly.
- An honest employee has more opportunity to advance in the company.
- Dishonesty creates negative results at work and puts your job at risk.
- When you tell the truth, you have an essential career soft skill.



Honesty

Uses Company Time Appropriately

This means that in the workplace:

- Employers expect you to work the number of hours per day/week for which you are paid.
- Personal conversations keep you from doing your job.
- Returning from breaks, lunch, and appointments on time shows dependability, accountability, and honesty.



Honesty

Uses Company Time Appropriately continued

This means that in the workplace:

- **Personal use of computers is a misuse of work time and keeps you from doing your job.**
- **When you use company time appropriately, you have an essential career soft skill.**



Honesty

Claims Only Time Worked on Time Sheet

This means that in the workplace:

- False information on a time sheet is dishonest and may lead to legal action. Legal action could be suspension, garnishment of your pay, and/or loss of your job.
- Accurate time sheets show accountability, dependability, and honesty.
- When you claim only time that is worked, you have an essential career soft skill.



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Section 3: Scenario/Case Study

Kevin called his girlfriend from work which is against company policy. When a customer came to his cash register, he continued talking on the phone. As he gave the customer her change, she noticed that she was given ten dollars too much.

Angry with Kevin for being rude, she went to his supervisor to report Kevin and return the money. The supervisor said that he was aware of the problem. He apologized, thanked her for being honest, and promised to speak with his employee.



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Section 3: Scenario/Case Study

The supervisor called Kevin into his office and said, “You made a ten dollar mistake because you were distracted by a personal phone call. You were also rude to the customer.”

Kevin said he was not making a personal phone call. He then blamed a coworker for the mistake.



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Section 4: Applying What You Know

1. What skills does Kevin need to develop?
 - _____ Gives customers accurate information.
 - _____ Does not take company supplies, materials, or equipment home for personal use.
 - _____ Takes leave only for allowable reasons.
 - _____ Uses company time appropriately.
 - _____ Claims only time worked on time sheet.
 - _____ Tells the truth.



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Section 4: Applying What You Know

- **2. Kevin has been dishonest. What should his supervisor do?**
- 3. What would have happened if Kevin had been honest?**
- 4. List the specific things that Kevin can do to improve his skills.**



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Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Honesty soft skill module.



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Section 5: Skill Review continued

The following ways show honesty:

- Give customers accurate information.
- Do not take company supplies materials, or equipment home for personal use.
- Take leave only for allowable reasons.
- Use company time appropriately.
- Claim only time worked on time sheet.
- Tell the truth.